
Customer Bulletin

Product Model Name: UDO30 Drives
Date: March 2006
Reference ECO No: 17520

Reason for Bulletin

UDO30 drive failures can be the result of contamination on the drive objective lens. The airborne contaminant (Ammonium Sulfate) comes from the operating environment and is not unique to UDO technology. In many cases removal of this contaminant using a special cleaning cartridge restores drive functionality.

This Bulletin announces a new cleaning cartridge (PN 160-101300-00) for removing contaminants from the objective lens of UDO30 drives.

Description of Change

The new cleaning cartridge should be used only as recommended by Plasmon. It provides a dry, contact cleaning method. No liquid or cleaning solution of any kind should be used with this cartridge.

After each use, a check box must be marked on the appropriate side of the cartridge. When all check boxes are marked, the cartridge must be retired.

There is a demonstration presentation at <http://www.plasmontech.com/customer/player.html>.

Contact Information for Technical Questions:

Americas and Asia Pacific

Plasmon Technical Support Team
United States Calls: 1-877-585-6793
International Calls: 01-719-593-4437
Fax: 1-719-593-4192
Email: tech.support@plasmon.com
Internet: www.plasmon.com

Europe, Africa, and Middle East

Plasmon Technical Support Team
International Calls: +44 (0) 1763 262 963
Fax: +44 (0) 1763 264 407
Email: support@plasmon.co.uk
Internet: www.plasmon.com